

Keene Housing Authority's

Spectrum

Moving to Work Annual Plan 2006



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Attachments to the 2006 MTW Plan

1. 2006 Budget
2. Public Hearing Certification
3. Board Resolution 367
4. Admissions and Continued Occupancy Plan
5. Housing Assistance Coupon Administrative Plan
6. HCV Administrative Plan
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Mission Statement

Keene Housing Authority Mission

The mission of the Keene Housing Authority is, directly or in collaboration with others, to provide and/or advocate for:

- *Decent, safe and affordable housing for individuals, families, elderly and disabled persons of low to moderate income within the Monadnock region;*

And; to provide and/or advocate for

- *Any and all services and programs that will assist in improving the social and economic welfare of such individuals and families.*

MTW Activities

The primary goals of Keene's Spectrum MTW Demonstration program include:

- Increase share of residents making progress toward self-sufficiency
- Achieve greater income mix
- Reduce number of residents moving out of assisted housing
- Increase rent revenues from tenants
- Enhance KHA's capacity to plan and deliver effective programs
- Increase resident satisfaction with their housing and with KHA programs

Keene adopted several program strategies in order to achieve the goals of the MTW demonstration program. These strategies include:

- **Public Housing Step Rents and Housing Assistance Coupon subsidies** that are based on a flat rate determined by bedroom size and reduce gradually over a 5 year period
- Required participation for all families receiving Public Housing and Section 8 Housing Assistance Coupons in the **Resident Self-Reliance Program**.
- **Safety Net** hardship policy to provide temporary relief for people who experience an increase in rent burden due to a qualified decrease in income or increase in expenses.
- **Reorganization** of staff roles and job descriptions to accommodate the shifting paradigm of how we serve participants.

These strategies have proved successful in helping families move to work while continuing to offer affordable housing in an efficient and cost effective manner. This plan outlines the new program developments for 2006.

Public Housing Step Rents

Elderly and disabled households living in Public Housing may choose to have their rent calculated using the Stepped Rent or traditional income based method. All households that are non-elderly or disabled are required to participate in the Stepped Rent program.

Households electing the income based method of rent calculation will not pay higher than the current Fair Market Rent for their bedroom size. The minimum rent for both rent calculation methods is \$125. If families are experiencing a hardship paying this rent they may apply for a rent reduction in the Safety Net Program.

Families in Public Housing are charged a flat rate based on the bedroom size and number of years they have lived in a unit. The subsidy is gradually reduced until a family reaches the 3rd and final step. The 2nd Step and 3rd Step Rents are based on a percentage of the Fair Market Rents. The 2nd step is based on 45% of the FMR and the 3rd step is based on 65% of the FMR. The current Public Housing rents have not been increased since. If a family's income increases, their rent will not increase hopefully encouraging them to increase their income and/or reporting of income. If a family's income decreases, they may apply under our hardship policy for assistance through the Safety Net program.

Housing Assistance Coupon Program (HAC) Stepped Subsidies

The Step Subsidy method works similar to the Public Housing Step Rent method. As in Public Housing, elderly and disabled households are allowed to choose the subsidy calculation. All families are required to participate in the stepped subsidy program. The two main differences include a subsidy that is reduced over a five year period and the first year's rent is based on 20% of gross income rather than 30% of adjusted gross income.

There are HCV's included as part of the MTW demonstration because the participants continue to hold an original contract with their landlord. Keene decided it was prudent to honor existing HCV participant's contracts with their landlords at the time of implementing the HAC program rather than force them to sign new contracts. However, HCV participants have the option of converting to a HAC anytime. As MTW HCV participants move or terminate their assistance, their vouchers are converted to a HAC. Welfare to Work vouchers are being absorbed by the HAC program as they are phased out. The HAC program continues to follow its portability policies allowing people to port into the HAC program or port out for good cause.

There are several other significant differences between the HAC program and a traditional HCV as listed below:

- Over 40% of Income Exemption
- Landlords have the option of Self-Certifying that their apartment meets HQS standards
- Subsidy payments are paid directly to the tenant

40% of Income Exemption

This exemption applies only to families whose subsidies are calculated using the income based method. For families receiving Housing Assistance Coupon Program assistance for the first time, and where the gross rent of the rental unit exceeds the applicable payment standard for the family, the KHA ensures that the family share (tenant rent plus utilities) does not exceed 40 percent of monthly-adjusted income.

Families are told that they may not pay more than 40% of their adjusted monthly income towards rent. This is explained in detail at the Issuance of the Housing Assistance Coupon. In addition, families receive the document "Can I Afford the Unit I have Found?" with a detailed explanation of how the numbers were calculated.

If the family wishes to rent an apartment that is expensive enough that their share is above 40% of monthly-adjusted income, KHA considers following circumstances when initially approving a lease—

- Age of the Head of Household
- Disability
- Currently in place
- Length of time family has lived at that address
- The Actual dollar amount the family share exceeds 40% of their adjusted monthly income
- Location—near work or medical services
- Transportation
- The Amount of Assets a family has at its disposal
- Employment
- Contract Rent—does it include utilities?
- Fuel Assistance and or Electrical Assistance
- Food Stamps and or Community Kitchen

Because of the number of possible different circumstances in which a determination will have to be made, the KHA makes determinations on a case by case basis.

The family must fill out and sign an Income and Expense Report with the program manager detailing their ability to afford the apartment. The Income and Expense Form is updated and reviewed at each examination.

Educating Participants on HQS

KHA staff work on a regular basis to educate program participants about Housing Quality Standards, providing them with increased ownership over the leasing process while making sure they are not living in a sub standard apartment. The education process starts with an intensive orientation before a HAC is issued. The participant's responsibility for ensuring that their rental unit meets the HQS is explained during this process. During the issuance of Housing Assistance Coupons a KHA staff member provides a detailed explanation of Housing Quality Standards (HQS) utilizing the following materials:

- A Good Place to Live
- Inspection Form for the Housing Choice Voucher Program
- Protect Your Family from Lead in Your Home
- KHA checklist

Staff has regular contact with program participants and inquires if their apartments still meet HQS. Interim inspections are conducted by KHA if requested by the participant, landlord or KHA. During quarterly Resident Self-Reliance program meetings, families complete and update family information including information on HQS in their units. During the Annual Recertification process, participants are asked about the HQS and a brief review of HQS is conducted. At least 5% of all units self-certified by the landlord are selected for a quality control inspection every year.

Housing Assistance Payments to the Tenant

The Keene Housing Authority (KHA) provides the family with a rental subsidy to assist them in paying their monthly rent in full. The subsidy is directly deposited into the family's bank account on the 1st of the month. The family is then responsible for paying their rent in full and on time.

The payment process is explained to landlords in the Landlord Handbook and upon entry into the program, landlords are sent letters detailing the participant's obligation for paying their rent. In addition, the letter states that if the tenant does not pay the contract rent in full by the fifth of month, then the landlord should contact KHA (name and phone number is given) and KHA will contact the tenant about payment. If a tenant is late with rent payments, landlords may request that the subsidy be paid directly to the landlord. KHA anticipates that no more than 10% of the participants will fall into this category.

Currently, 5.3% of the families have their rental subsidy paid to the landlord, due to late payment of rent. Initially, some families do not have bank accounts and are required to come into the office to pick up their checks on the first of the month. The option of providing the rental assistance subsidy to the participant is also given to the elderly and individuals with disabilities. Twenty percent of this group has chosen the option of receiving the subsidy directly.

Resident Self-Reliance Program (RSR)

All families participating in the Stepped Rent or Subsidy programs are required to participate in the RSR program. An expansion of KHA's former Family Self-Sufficiency program, RSR provides service coordination and case management to help families become economically self-sufficient recognizing that self-sufficiency will vary widely based on individual participant's abilities. Every family in the program is assigned a Resident Service Coordinator who is responsible for coaching the participant's progress.

The RSR program defines competencies for self sufficiency. These competencies outline the skills necessary to achieve economic self-sufficiency. Each family's needs are identified during an initial assessment. The competencies they must work on are identified by the RSC and participant working together. In order to be exempt from required activities, participants must demonstrate they have developed the skills associated with each competency. Competency categories include the core skill groups of financial management, employment, education and family planning in addition to the self-development groups of interpersonal skills, wellness, healthy relationships and household management. The program is uniquely tailored to the family's skills, resources and goals. Each family works to achieve competencies specific to their circumstances since the abilities and backgrounds of participants are diverse and one plan would not be suitable for all families.

There are 4 main program requirements participants must engage in to remain active in the Spectrum program and maintain their housing assistance:

- Develop a financial plan
- Participate in quarterly goal setting meetings
- Participate in required skill development activities
- Make reasonable progress toward ISTP goals

Develop a Financial Plan

Each participant receives extensive counseling in financial management from the moment they lease-up in the program. They are taught how to track their income and expenses, develop a

financial plan, calculate their net worth, read and interpret their credit score and manage debt.

Quarterly Goal Meetings

Participants meet on a quarterly basis to review progress on their goals in small groups of up to 20 people. The intention of these meetings is to provide an opportunity for program participants to network, problem –solve, share successful strategies and learn about new resources, programs and financial management and employment strategies. Topics may include tax filing, saving for a financial goal etc. At the end of every meeting, participants update their Individual Service and Training Plan (ISTP's). An ISTP outlines the family's goals and the steps and resources required to meet them.

Skill Development Activities

Participants who need to achieve competencies are required to accomplish take home activities or workshops that will assist them in developing the associated skills. There are numerous workshops facilitated by KHA staff as well as programs run by outside agencies.

Goal Setting

Every person is required to develop and update their ISTP's every quarter. The ISTP helps participants identify a goal and break it down into simple steps. Participants are taught how to write SMART goals (Specific, measurable, achievable, resources, and time lines). They are required to document and track their progress on these forms and revise as their goals change or new goals are added once significant milestones have been achieved.

The RSC acts as a coach and mentor guiding their participants to self-sufficiency. All RSC's are trained in financial management programs and are available to meet one on one to provide additional assistance to participants.

Safety Net

The Safety Net program provides temporary relief to households experiencing a financial hardship. The Safety Net program allows participants to work off a portion of their rent by completing jobs for the Keene Housing Authority, follow a payment arrangement, or reduce the rent/increase subsidy for a specified period of time by conducting an interim adjustment.

Participants who work to pay rent receive an hourly rental credit toward their rent balance. Safety Net is not meant to take the place of full-time employment for the participants who are able to work. Participants are encouraged to find employment rather than use the Safety Net program. It is meant to be temporary assistance during times of economic hardship.

Information on the Safety Net program is distributed during lease-up and/or issuance, during annual certifications and self-certifications to remind housing recipients that they are entitled to apply for assistance. No one shall be denied the opportunity to apply but acceptance is at the sole discretion of the Keene Housing Authority.

Safety Net Eligibility Guidelines

Anyone who receives assistance under the Spectrum MTW program may apply for assistance through the Safety Net program. Applicants must meet all three of the following criteria to be eligible for Safety Net:

- In good standing with the KHA
- In compliance with the RSR program
- Income eligible: resident pays more than 30% of their monthly income toward rent

Once an applicant meets the basic eligibility criteria, the Safety Net Committee will consider additional criteria such as:

1. Presents a valid, verifiable reduction in income by job loss, change in household composition of income earners or other extraordinary circumstances
2. Applicant has lost their job for good cause or is unable to work
3. Flat, Minimum or Step Rent Level is not affordable (more than 30% of the Resident's monthly income)
4. Extraordinary circumstances (such as an increase in qualified expenses)
5. Applies by the 20th of the month prior to the month for which they are requesting assistance or within ten days of the effective date of their income or expense change.(with exception of unexpected occurrences such as loss of job or illness)

Once an applicant has been accepted into the Safety Net program they must sign an amendment to their lease or Family Obligations Contract that adjusts their rent for a specified time frame.

Households Served

Projected Households Served for 2006

The projected number of households served is consistent with previous year's projections and actual numbers. The number of Public Housing units, 226, will remain the same in 2006. While the Keene Housing Authority's HCV allocation is 409, we have been able to serve more families due to the flexibility allowed in calculating subsidy.

Program	Bedroom Size					Total
	Studio	1 BR	2BR	3BR	4BR+	
PHA						
Bennett Block	1	12	1	0	0	14
Harper Acres	49	55	8	0	0	112
Forest View	0	0	12	26	0	38
North/Gilsum	0	0	0	23	6	29
Farmstead Commons	0	0	3	0	0	3
Scattered Sites	0	6	12	9	3	30
PHA Totals	50	73	36	58	9	226
HCV						
HCV's	3	215	132	53	3	406
The HCV's noted above include MTW and 50 Mainstream vouchers						

Projected Characteristics of Households Served 2006

	Section 8	Public Housing
Total Households Served	406	226
Unit Size		
0	5	50
1	225	73
2	140	36
3	58	58
4+	5	9
TOTALS	406	226
Family Type		
Family	185	100
Elderly/Disabled	221	126
TOTALS	406	226
Income Group		
>30	225	135
30 -50	141	68
50 - 80	40	23
>80	0	0
TOTALS	406	226
Race/Ethnicity		
American Indian/Alaskan Native	0%	0%
Asian	0%	0%
Black	>1%	>1%
Hawaiian	0%	0%
White	99% white	99% white
Hispanic	>1%	>1%

Projected Characteristics of the Waiting List for Public Housing and Section 8

The waiting list projections have decreased by about 20% this past year due to the implementation of higher tenant selection criteria, improvements in maintaining and updating the waiting list and in increase in vacancies in 2004 and 2005 in Public Housing. The waiting lists remain very low for 3 and 4 bedrooms. Since we have a higher demand for two bedrooms, the Keene Housing Authority may offer 3 bedroom units to applicants who are on the two bedroom waiting list. If they refuse, they would not lose their place on the 2 bedroom waiting list since the 3 bedrooms are more expensive to rent than 2 bedrooms.

If the waiting list continues to remain low, the Keene Housing may investigate marketing options such as lowering the percentage of the VPS that the 3 bedroom is based on, marketing to employers or providing lease-up incentives. However, the housing market trends report that vacancy rates will become tighter and affordable housing will probably become more difficult to find for low to moderate income families.

Keene is also experiencing a lot of commercial development which will create a higher demand for housing over the next year. The Keene Housing Authority anticipates the need for housing will increase over the next year based on local and national economic and housing trends.

Family Type	Family	Elderly/Disabled	Totals
PHA	287	375	662
HCV	238	235	473
Totals	461	610	1135

Unit Size	0	1	2	3	4+	Totals
PHA						
Bennett Block	No waiting list maintained. Referral through Congregate Housing program only.					
Harper Acres	155	205	15	0	0	375
Forest View	0	0	122	45	0	167
North/Gilsum	0	0	0	42	14	56
Scattered Sites	0	27	163	73	24	287
Farmstead Commons	0	0	36	0	0	77
Totals	0	232	336	160	38	962
HCV						
MTW	149	140	108	69	7	473
Totals	149	373	357	476	42	1435

Income Level	>30% ELI	30% -50% VLI	50% -80% LI	Total
Bennett Block				
Harper Acres	145	52	21	218
Forest View	121	37	4	162
North/Gilsum	46	13	3	62
Farmstead Commons	55	19	2	76
Scattered Sites	157	56	10	223
Totals	524	177	40	748
HCV	343	105	25	473
Totals	867	282	65	991

Occupancy Policies

Statement of Policies: Eligibility, Tenant Selection and Deconcentration

The following changes are being proposed to the following Keene Housing Authority's policies:

- Admissions and Continued Occupancy Policy
- Housing Assistance Coupon Program Administrative Plan
- Heading for Home Homeownership Administrative Plan

Proposed Standard Deduction of \$1500 for Elderly and Disabled Households

Keene Housing Authority is proposing to use a standard deduction for all qualifying elderly/disabled households of \$1500. This deduction covers any applicable medical, disability assistance expenses, child care expenses and elderly household deduction of \$400. It does not include the \$480 deduction per household dependent. The proposed deduction is statistically the same as the average total deductions for elderly and disabled households of \$1549. The range of total household deductions is \$0 to \$5475. Elderly and disabled families that have would have a rent burden of 35% or higher of their adjusted income would be eligible to have the entire cost of their deductions subtracted from gross income through the Safety Net program. Staff would verify their medical expenses.

Implementing a standard deduction saves numerous hours of staff time that can be allocated to coordinating services for residents, addressing Property Management issues and other direct support services. The impact on rent collections is illustrated in the chart below. Keene Housing Authority would initially see a slight increase in rent collection of about \$1000. However, this does not include potential rent reductions initiated by tenants whose actual expenses are higher than the standard deduction of \$1500.

Development	Total Rent Collections	Proposed Rent Collection after Standard Deduction of \$1500
Bennett Block	\$2,475	\$3,017
Harper Acres	\$28,390	\$29,2765

Rent Burdens would be at or below 30% of adjusted income for 69% of the households. Most households higher than the 30% rent burden figure are between 30 and 35%. Any of the families higher than 30% would trigger the verification of actual qualifying expenses and use their total actual costs plus the standard \$400 deduction for elderly households rather than the standard deduction of \$1500.

Rent Burden	# of households	Percentage of Households
>30%	87	69%
Between 30 and 60%	35	28%
60% and above	4	3%
Total	126	100%

Earned Income Disallowance Calculations

The Keene Housing Authority's Moving to Work Spectrum Program is required for all public housing families and is an option for all elderly and disabled families. The program promotes employment and increases in income among all adult family members. This program includes services through the Resident Self-reliance program and a step rent system that is based on a flat rent based on bedroom size that increasing gradually over a period of five years. Since the step rent system is not based on income the principle of EID does not apply. Therefore, the KEENE HOUSING AUTHORITY does not apply the Earned Income Disallowance to public housing families.

Utility Rebates

Utility rebates will not be provided to HAC and Public Housing program participants. If rent or subsidy allowance calculations result in a negative rent, the household will not receive a monthly reimbursement check. They will continue to be charged \$0 for rent and be responsible for paying the utility costs as outlined in their lease.

Income Eligibility for HAC Extension

Families in the Step Subsidy HAC program are subject to a five year restriction on housing assistance. Before the end of their five year extension they may apply on an annual basis for an extension up to a two year limit. The family must meet all eligibility requirements as outlined in KHA Waiver policy and meet the income eligibility requirements of 60% of the MAI or below.

Participants who qualify for an extension with income under 60% of MAI will continue to receive the Step 3 subsidy amount for their assigned unit size. If, upon their next annual exam, they exceed 60% of the MAI, their assistance will be terminated. During the extension period full certifications will be conducted.

HAC Minimum Tenant Payment

The HAC program will adopt a minimum tenant payment of \$50.

HAC Issuance Expiration

The expiration date for HAC's during the issuance period will change from 120 to 90 days.

Heading for Home 1st year Subsidy Payment*Flat Rate Assistance*

A family may receive flat rate assistance if it is determined that the family assistance would calculate to less than the flat rate amount, and the family meets all other eligibility criteria at the date of homeownership application. The flat rate is 50% of the applicable third step in the Spectrum HAC Program. The flat rate assistance will continue until the family's annual recertification determines that the family's gross income exceeds 140% of the area median income for the family's size. A family receiving flat rate assistance cannot change to income based assistance.

Determining the Total Family Contribution

The TFC is the portion of the homeownership expense that the family must pay. It is the highest of 30% of the family's adjusted income, 10% of the gross monthly income, or the KHA minimum rent plus any gap between the VPS and the actual housing cost. All family income including public

assistance is counted to determine the family's adjusted monthly income. Families receiving flat rate assistance pay the difference between the flat rate and homeownership expenses.

Preference for existing KHA tenants for the Heading for Home Program

Heading for Home Applicants on the Section 8 waiting list that are also currently tenants or participants of KHA owned and managed properties or programs would receive a preference over other applicants on the Section 8 waiting list.

Statement on Rent Policy

Public Housing rents are a flat rate based on the bedroom size and number of years a person has been in the program. The rents have not been adjusted since they were originally established in 1999. The FMR's effective October 1, 2005 as listed in the chart below:

2005 Fair Market Rents in Cheshire County

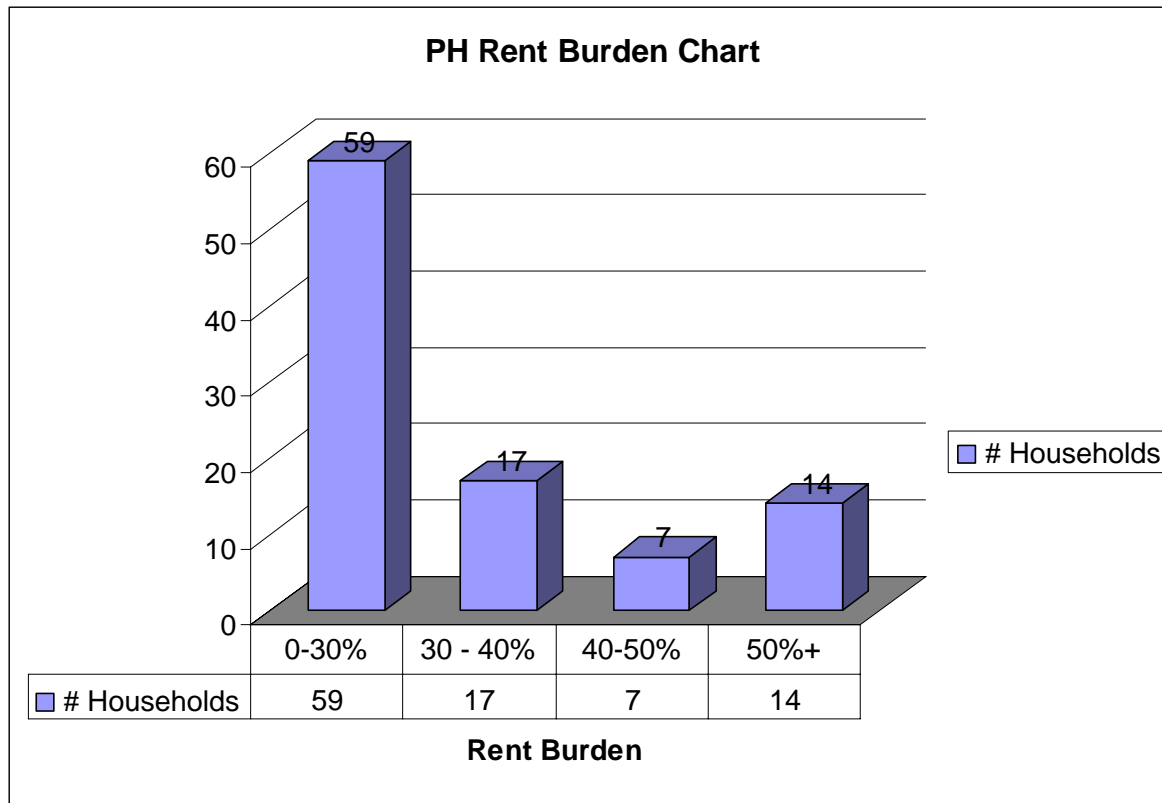
0 Bedroom	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
\$583	\$622	\$780	\$941	\$1145

Public Housing step rents will be increased to a percentage of FMR's effective 10/1/2005. Current step rents are based on a percentage of 1999 FMR'S and have not been increased since the start of the Spectrum program.

The table below and illustrate the current rents based on a percentage of the 1999 FMR's in the Public Housing Step Rent system:

1st Step (1st year)	2nd Step (2nd year) 45% of FMR	3rd Step (4th year) 65% of FMR	Bedroom Size
Greater of \$125, 30% of income or the Welfare rent	\$199	\$289	Efficiency
Greater of \$125, 30% of income or the Welfare rent	\$236	\$344	1 Bedroom
Greater of \$125, 30% of income or the Welfare rent	\$300	\$438	2 Bedroom
Greater of \$125, 30% of income or the Welfare rent	\$390	\$564	3 Bedroom
Greater of \$125, 30% of income or the Welfare rent	\$460	\$677	4 Bedroom

Keene Housing Authority conducted a rent impact analysis reviewing the potential rent burden on residents as well as revenue collections.



The table below illustrates how subsidy is determined in the HAC program:

**Housing Assistance Coupon Program
Proposed subsidies Effective October 1, 2005**

1st Step (1st year)	2nd Step (2nd year)	3rd Step (4th year)	Bedroom Size
Lower of Welfare rent or VPS - 20% of Gross Income	\$350	\$200	1 Bedroom
Lower of Welfare rent or VPS - 20% of Gross Income	\$450	\$300	2 Bedroom
Lower of Welfare rent or VPS - 20% of Gross Income	\$600	\$400	3 Bedroom

Changes in Housing Stock

No changes are proposed in public housing stock. Keene Housing Authority plan to keep all 226 units of public housing active.

Public Housing	Units	Type	Bedrooms	Contract Number
Harper Acres	112	Elderly & Disabled	49-0BR, 55-1BR, 8-2BR	NH36-P010-001 & 002
Bennett Block	14	Elderly & Disabled	1-0BR,12-1BR,1-2BR	NH36-P010-009
Forest View	38	Family	12-2BR, 26-3BR	NH36-P010-003
North & Gilsum	29	Family	23-3BR & 6- 4BR	NH36-P010-003
17-19 Roxbury Ct	4	Family/Elderly	4-1BR	NH36-P010-005
440 Main St.	2	Family	2-4BR	NH36-P010-005
64 Spring St.	2	Family	2-3BR	NH36-P010-005
69 Elm St.	2	Family	2-2BR	NH36-P010-005
537-539 West St.	4	Family	4-2BR	NH36-P010-005
51 Forest St.	3	Family	1-1BR, 2-3BR	NH36-P010-006
309 Water St.	3	Family	3-2BR	NH36-P010-006
390 Water St.	2	Family	1-1BR & 1-4BR	NH36-P010-006
Farmstead Commons, #54,#59, #69	3	Family	3- 2 BR	NH36-P010-009
45 Damon Court	6	Family	2-2BR, 4-3BR	NH36-P010-010
9 Spruce St.	2	Family	2-3BR	NH36-P010-010
Total Public Housing Units	226			

In September of 2005, the Keene Housing Authority will have completed construction of 32 units of family housing subsidized by the LIHTC, HOME and USDA programs. All applicants on the public housing waiting list have been invited to apply for this new development called Evergreen Knoll. An additional 60 LIHTC units are in the construction phase for elderly and families in Keene and are scheduled to be completed in 2006.

Vacancy Rates

The Keene Housing Authority goal is to achieve a vacancy rate of 2% or less for all public housing units.

Property		Anticipated Vacancy Rate Jan 2006	Target Vacancy Rate Dec. 2006
Harper Acres	10-1,10-2	2%	1%
Bennett Block	10-9	1%	1%
Forest View	10-3	10%	4%
North & Gilsum	10-3	10%	4%
Scattered Sites	10-5,10-6	1%	1%
Farmstead Commons	10-9	1%	1%
Damon Ct & Spruce St	10-10	1%	1%

The Keene Housing Authority strategies to achieve low vacancy rates include:

- Increase Intake staff to decrease time it takes to complete application process
- Market housing to local employers in addition to traditional target market audiences
- Increase marketing and image of public housing in the community through press releases
- Complete turnovers within 10 days or less
- Increase orientation and education of applicants to help them make informed decisions earlier in the application process by offering regular orientation sessions. The sessions will include information about the application process, information about all KHA owned and managed properties and programs, tenant responsibilities and program requirements.

Rent Collections

Rents Uncollected at Jan 2006 anticipated to be 1%

It is the policy of the Keene Housing Authority that tenant rents are due in full on the first day of each month at the office located at 105 Castle St., Keene, NH. The amount due shall remain in effect until adjusted in accordance with the provisions of the lease. If a reasonable accommodation on where to pay rent is needed, other arrangements can be made. Cash payments are not acceptable. If a Resident fails to make the rent payment by the fifth of the month, a Notice To Quit will be issued to the Resident. A \$15.00 late charge will be assessed to cover the added costs of rent payment received after the fifth day of the month. A check returned for non-sufficient funds shall be considered non-payment of rent and in addition to the late charge; a \$15.00 returned check fee will be charged.

On the 5th of the month, Accounting will provide Property Managers with the Lease Action Status Report. This report includes Safety Net participants, who will not receive a Lease Termination unless they have failed to comply with the terms outlined in the Safety Net Amendment.

Property Managers will distribute the Termination of Lease and Notice To Quit on the day of issuance. Notices must be hand delivered. The Notice To Quit will indicate that the Resident must quit the premises within 15 days of the notice.

Residents have the right to avoid termination and eviction by paying the full amount of back rent due plus \$15.00 on or before the 15th day following the notice, unless they have received three prior Termination and Notice To Quit within this calendar year. Residents have the right to request a hearing on the lease termination action under the Housing Authority's Grievance Procedure. A written request must be filled with the Property Manager within 10 days of the Notice To Quit. Requests for Grievance Hearing may be denied unless the full amount of the rent due plus \$15.00 is deposited into an escrow account.

If the Resident fails to make payment in full on or before the Termination date, the file will be turned over to the Housing Authority's legal counsel. At the Property Manager's recommendation, Keene Housing Authority will either request a Repayment Agreement or a court date.

If a Safety Net participant fails to comply with the terms outlined in the Amendment to the Lease, they will receive a Lease Termination and their case will follow the Lease Termination/ Notice To Quit process. Their Safety Net agreement will become null and void and their rent will return to the original amount as outlined in their lease.

When a resident owes the Keene Housing Authority back charges and is unable to pay the balance by the due date, the resident may request that the Keene Housing Authority allow them to enter into a Repayment Agreement. The Keene Housing Authority has the sole discretion of whether to accept such an agreement. All Repayment Agreements must assure that the full payment is made within a period not to exceed six (6) months. All Repayment Agreements must be in writing and signed by both parties. Failure to comply with the Repayment Agreement terms may subject the Resident to eviction procedures.

Property		Anticipated Rents Uncollected Dec. 2006	Actual Rents Uncollected Dec. 2006
Harper Acres	10-1,10-2	<1%	<1%
Bennett Block	10-9	<1%	<1%
Forest View	10-3	<1%	1%
North & Gilsum	10-3	<1%	2%
Scattered Sites	10-5,10-6	<1%	<1%
Farmstead Commons	10-9	<1%	<1%
Damon Ct & Spruce St	10-10	<1%	<1%

Work Orders

Issues and Proposed Actions

The major goal for the Maintenance Department for 2006 includes:

- Transition from paper work order system to paperless system to increase processing efficiency using PDA's or other devices.
- Develop inventory system
- Reduce response rate for non-emergency work orders to 15 days

In order to achieve these goals the Keene Housing Authority has planned the following actions:

- Purchase inventory control software
- Set-up procedures for inventory control
- Streamline process for work orders utilizing features of current software program to communicate and follow-up on work orders
- Analyze work patterns of Maintenance staff including the types of work orders, response rates and skills of Maintenance staff

All maintenance work performed at Housing Authority properties can be categorized by the source of the work. Each piece of work originates from a particular source: an emergency, the routine maintenance schedule, the preventive maintenance schedule, a unit inspection, a unit turnover, or a resident request.

Emergencies are the highest priority source of work. The Keene Housing Authority will consider a work item to be an emergency if the following occur:

- The situation constitutes a serious threat to the life, safety or health of residents or staff; or
- The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours.

If a staff member is unsure whether a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will use his or her best judgment to make the decision.

For emergencies that occur after regular working hours, the Keene Housing Authority shall have a twenty-four (24) emergency response system in place. This response system includes the designation of a maintenance employee in charge for each day as well as a list of qualified pre-approved contractors, open purchase orders for obtaining required supplies or equipment, and access to Authority materials and supplies. The designated employee shall prepare a work order and report on any emergency within twenty-four hours after abatement of the emergency.

Work Order Target Response Rates		
Emergency	24 hrs	January 2006
Normal Priority	21 days	

Inspections

The Keene Housing Authority plans to contract USIG to conduct physical and mechanical annual inspections in coordination with Property Managers and Maintenance staff. 100% of units will be inspected every year.

An authorized representative of the Keene Housing Authority and an adult family member will inspect the premises prior to commencement of occupancy. A written statement of the condition of the premises will be made, all equipment will be provided, and the statement will be signed by both parties with a copy retained in the Keene Housing Authority file and a copy given to the family member. An authorized Keene Housing Authority representative will inspect the premises at the time the resident vacates and will furnish a statement of any charges to be made provided the resident turns in the proper notice under State law. The resident's security deposit can be used to offset expenses related to damages to the unit.

The Keene Housing Authority and an adult member of the family will inspect the unit prior to signing the lease. Both parties will sign a written statement of the condition of the unit. A copy of the signed inspection will be given to the family, if requested, and the original will be placed in the tenant file.

The Keene Housing Authority will inspect each public housing unit annually to ensure that each unit meets the Keene Housing Authority's housing standards. Work orders will be submitted and completed to correct any deficiencies. This is generally conducted along with the annual inspection. This inspection is intended to keep items in good repair. It checks weatherization; checks the condition of the smoke detectors, water heaters, furnaces, automatic thermostats and water temperatures; checks for leaks; and provides an opportunity to change furnace filters and provide other minor servicing that extends the life of the unit and its equipment.

A special inspection may be scheduled to enable HUD or others to inspect a sample of the housing stock maintained by the Keene Housing Authority.

Generally, at the time of annual reexamination, or at other times as necessary, the Keene Housing Authority will conduct a housekeeping inspection to ensure the family is maintaining the unit in a safe and sanitary condition.

For inspections defined as annual inspections, preventative maintenance inspections, special inspections, and housekeeping inspections, the Keene Housing Authority will give the tenant at least two (2) days written notice.

If any employee and/or agent of the Keene Housing Authority have reason to believe that an emergency exists within the housing unit, the unit can be entered without notice. The person(s) that enters the unit will leave a written notice to the resident that indicates the date and time the unit was entered and the reason why it was necessary to enter the unit.

When a tenant gives notice that they intend to move, the Keene Housing Authority will offer to schedule a pre-move-out inspection with the family. The inspection allows the Keene Housing Authority to help the family identify any problems, which, if left uncorrected, could lead to vacate

charges. This inspection is a courtesy to the family and has been found to be helpful both in reducing costs to the family and in enabling the Keene Housing Authority to ready units more quickly for the future occupants.

The Keene Housing Authority conducts the move-out inspection after the tenant vacates to assess the condition of the unit and determine responsibility for any needed repairs. When possible, the tenant is notified of the inspection and is encouraged to be present. This inspection becomes the basis for any claims that may be assessed against the security deposit.

Sources, Uses and Amounts of Funding

Sources Included in Budget

Source	Amount	Planned Use
Section 8	\$1,964,383	Section 8 Assistance
Section 8 Admin Fee	\$491,096	Management
Interest Income	\$8,400	Admin & Management
Public Housing Operating Fund	\$365,552	Operations and Management
Public Housing Capital Fund	\$329,000	Capital Improvements, Admin, Operations
Public Housing Rental Income	\$809,950	Operations and Management
Public Housing Non Rental Income	\$22,000	Operations and Maintenance
Fees, Congregate Program	\$48,000	Congregate Services
Other Income	\$30,500	Operations
Total	\$4,068,881	

Consolidated Budget Statement

See attached - 2006 Budget Statement

Capital Planning

Planned Expenditures

The Keene Housing Authority had a comprehensive Capital Needs Assessment completed by Right-Trak Design Inc. in April 2004. Capital Improvements are being completed as outlined in the plan.

Development	Description of Work	Budget
HA Wide	Operations/Admin	\$144,576
HA Wide	Energy Lease	\$57,000
NH10-1,2	Repair Exterior Brick	\$8,900
NH10-3	R/R steps & railings	\$4,500
NH10-3	R/R Bulkheads	3,500
NH10-3	Paving & Curbs	29,487
NH10-3	R/R cabinet doors	4,500
NH10-3	R/R Roof Drains	3,800
NH10-3	Foundation Repairs	67,900
NH10-5, 6	R/R windows, doors, shower, other	4,837
		\$329,000

Security

There is little drug-related crime in this community with a population of less than 25,000 people. The Keene Housing Authority's developments are provided the same level of public security and protection as the surrounding neighborhoods and the community at large.

There is no evidence that security problems and drug-related crimes have been increasing in the City of Keene, on either the Keene Housing Authority developments or surrounding neighborhoods. Crimes that are typically reported include domestic disputes, robbery, and vandalism.

The Keene Housing Authority maintains basic records documenting the nature and extent of security and crime problems that occur within the public housing communities. This information is supplied by the local police department. On a regular basis the Police Department sends a report of all calls for service made to Keene Housing Authority owned and managed properties. When the information is received, the Property Managers follow-up with appropriate action to address the problem.

Incidents occurring in public spaces and common areas are generally reported to the Keene Police Department for their action. The Police Department advises the Housing Authority when illegal activities involve residents. Police records involving Housing Authority residents are made available upon request. The Keene Police Department has expressed their support to cooperate and partner with the Housing Authority on strategies for ensuring the continued safety and security of residents and preventing drug/crime activity from occurring in and around Housing Authority properties. Police have attended community meetings at Public Housing developments to educate residents and assist them in dealing with community problems.

The Keene Housing Authority is currently involved in the following safety and crime prevention activities:

- Tracking crime and crime-related problems and reporting incidents of criminal activity to the Keene Police department.
- Maintaining a system for cooperating with the Keene Police Department in tracking crime and crime-related problems.
- Adopting and implementing procedures that screen out and deny admission to specific applicants.
- Admission is denied to applicants who have a recent history of criminal activity involving crimes to persons or property and/or other criminal acts that would adversely affect the health, safety, or welfare of other residents or Housing Authority staff.
- Admission is denied to applicants, who were evicted, because of drug-related criminal activity for a minimum of a three-year period beginning on the date of such eviction, unless the applicant has successfully completed, since the eviction, a rehabilitation program approved by the Housing Authority.
- Admission is denied if the Keene Housing Authority has reasonable cause to believe the applicant is illegally using a controlled substance.
- Admission is denied if the Keene Housing Authority has reasonable cause to believe an applicant abuses alcohol in a way that causes behavior that may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents or Housing Authority staff.
- Adopting and implementing lease enforcement policies and procedures that include eviction of any resident and/or family members or other occupants of the leaseholder's household who engages in any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises by other residents or Housing Authority staff; engages in drug-related criminal

activity; abuses alcohol in a way that causes behavior that may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents or Housing Authority staff.

Leasing Information

Target Lease-ups for Public Housing

Property	Target for 2006	Actual % Leased-up on 12/31/2004
Bennett Block	100%	94%
Harper Acres	100%	98%
Forest View	100%	94%
North and Gilsum	100%	100%
Scattered Sites	100%	94%

Target Lease-ups for Housing Assistance Coupon Program (HAC)

Keene Housing Authority's total MTW allocation for vouchers is 406.

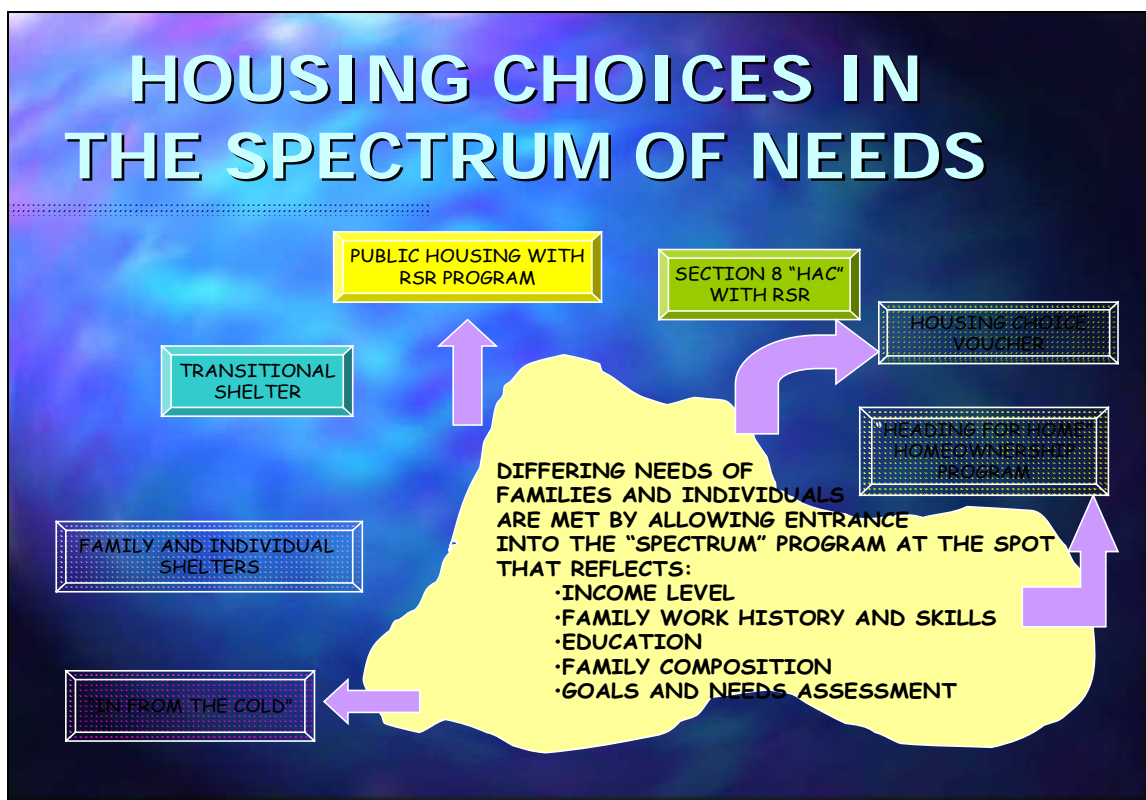
Rent Reasonableness

KHA provides training to new participants in how to determine if the rent being asked for a unit is reasonable. Participants are trained to address location, quality, size, number of bedrooms, age, amenities, housing services, maintenance and utilities of comparable units. Additionally participants are trained in negotiating rents and rent increases. The KHA inspector maintains information on rent reasonableness in Keene and this information is used in the Housing Assistance Coupon program.

Increased Housing Options

Housing opportunities have been expanded under the Spectrum MTW program due to the following strategies:

- The 40% income exemptions allows for increased housing options for participants.
- Income eligibility up to 80% achieves a greater income mix of families.
- Implementing a site-based waiting list system provides families with the option of choosing the waiting lists they want to be placed on in Public Housing.
- Collaborations with local shelter program and the creation of the Heading for Home Homeownership program increase the spectrum of housing options [figure below](#)
- Development of LIHTC programs will provide additional housing choices in 2005 for applicants on Keene Housing Authority waiting lists.
- Collaboration with local agencies such as shelter and Mental Health agencies.



Deconcentration Policy

The Keene Housing Authority monitors the characteristics of households served to make sure there isn't a large concentration of incomes in a specific geographic area. The Keene Housing Authority, after analyzing Census data for the City of Keene, has applied that analysis to the public housing developments owned and operated by the KHA. Due to the fact that there is but a single census tract for the City of Keene, and due to the small size of the KHA public housing family developments, (each of which is less than 50 units), the Board of Commissioners for the Keene Housing Authority determines that there is no need for a Deconcentration Plan for KHA operations.

Inspection Strategy

The Keene Housing Authority employs several types of inspection strategies to ensure all subsidized apartments meet HQS in addition to extensive education programs for both the participant and the landlord.

Keene Housing Authority conducts inspections for all HCV participants as noted in the chart below.

HCV Planned Inspections Completed	Target Percentage Completed	Actual Percentage Completed
Annual HQS Inspections	100%	100%
Pre-Contract HQS Inspections	100%	100%
HQS Quality Control Inspections	100%	100%

70% of inspections for participants in the Housing Assistance Coupon Program (HAC) are conducted by the landlord. In the HAC Program the landlord has the option of self-certifying that the unit meets HQS or they can request the Keene Housing Authority conduct the inspection. Some landlords prefer

the Keene Housing Authority conduct the inspection because they regard it as a beneficial service of the HAC program.

Every three months, 5% of all units self-inspected by landlords receive a quality control inspection conducted by KHA. If the owner fails to maintain the dwelling unit in accordance with HQS, the Keene Housing Authority will take prompt and vigorous action to enforce the owner obligations. The Keene Housing Authority's remedies for such breach of the HQS include termination, suspension, or reduction of housing assistance payments and termination of the HAP contract.

The Keene Housing Authority will not make any housing assistance payments for a dwelling unit that fails to meet the HQS, unless the owner corrects the defect within the period specified by the Keene Housing Authority and the Keene Housing Authority verifies the correction. If a defect is life threatening, the owner must correct the defect within no more than 24 hours. For other defects, the owner must correct the defect within no more than 30 calendar days (or any Keene Housing Authority approved extension).

Interim inspections are conducted by KHA if requested by the participant, landlord or KHA.

During the issuance of Housing Assistance Coupons a KHA staff member provides a detailed explanation of Housing Quality Standards (HQS) utilizing the following materials:

- A Good Place to Live;
- Inspection Form for the Housing Choice Voucher Program;
- Protect Your Family from Lead in Your Home;
- KHA checklist and
- Participant's responsibility for ensuring that their rental unit meets

Landlord Education and Participation

Landlords are encouraged to contact KHA with any questions they may have about the HQS. Some landlords who conduct the initial inspection request that the annual inspection be conducted by KHA and vice versa. Some landlords have a standing request that KHA conduct all initial and annual inspections. The owner must maintain the unit in accordance with HQS.

The owner is not responsible for a breach of the HQS that is not caused by the owner, and for which the family is responsible. Furthermore, the Keene Housing Authority may terminate assistance to a family because of the HQS breach caused by the family.

Family Education and Participation in HQS

The Housing Assistance Coupon programs (HAC) is designed to educate the residents so they are empowered to make informed decisions when searching for or living in an apartment. Due to this education, they are able to determine first hand if there are issues that need to be addressed to make sure the unit continuously meets HQS. Keene Housing Authority employees inquire about and discuss HQS during quarterly meetings and monthly contacts. Participants are also asked during the Annual Review, about HQS and staff briefly reviews the HQS. Participants are also asked to complete an inspection form demonstrating they have assessed the condition of their apartment and whether or not it meets HQS.

The family is responsible for a breach of the HQS that is caused by any of the following:

- The family fails to pay for any utilities which are the tenant's responsibility

- The family fails to provide and maintain any appliances that the owner is not required to provide, but which are to be provided by the tenant; or
- Any member of the household or a guest damages the dwelling unit or premises (damage beyond ordinary wear and tear).

If an HQS breach caused by the family is life threatening, the family must correct the defect within no more than 24 hours. For other family-caused defects, the family must correct the defect within no more than 30 calendar days (or any Keene Housing Authority approved extension).

If the family has caused a breach of the HQS, the Keene Housing Authority will take prompt and vigorous action to enforce the family obligations. The Keene Housing Authority may terminate assistance for the family in accordance with 24 CFR 982.552.

Resident Programs

The Keene Housing Authority coordinates and provides directly a number of services to enrich the quality of life and ability of residents to be self-reliant and live independently. Services have been expanded significantly over the past year providing a greater variety of workshops to an expanded population. The Keene Housing Authority plans to continue to provide the following services for families:

- Resident Self-Reliance Program
- Congregate Housing Program
- HCV Homeownership Program
- Youth Services: Building Bridges Program

In addition, KHA has applied for ROSS funding to create a Public Housing Homeownership Education program to operate in conjunction with its existing HCV Homeownership program.

Resident Self-Reliance Program (RSR)

There are total of **185** families in the RSR program, **75** families are from the Public Housing program and **110** in the Section 8 HAC RSR program. A total of **327** families have been served in the RSR since it started as part of Spectrum in 1999. One hundred and forty five families have exited the program to date.

RSR Waiver

In 2005, RSR participants who have achieved all of their required competencies will be able to apply for a waiver from certain RSR activities meeting with their RSC annually to review progress toward their goals. We anticipate a majority of families who qualify for this waiver will move into the Homeownership program but not all.

In order to receive the waiver, the household must present a portfolio that demonstrates how they have achieved the required competencies and the progress they have made on their goals. This process provides recognition for families for their accomplishments in the program. The skills they learn in creating and presenting the portfolio also helps them gain valuable public speaking and presentation skills valuable in the workplace.

Homeownership

The homeownership program of the Keene Housing Authority, known as the Heading for Home Program (H4H) offer eligible participants in the HAC or HCV programs the option of buying a home with mortgage payment assistance.

Eligible applicants for H4H must participate in the KHA's Spectrum Program and be in good standing. Elderly and disabled families are exempt from participation in the Spectrum program but are eligible for H4H. KHA is currently in the process of working with families who are interested in applying for the program.

H4H participants will also be required to participate in a Homeownership program facilitated by Cheshire Housing Trust, a local non-profit housing agency formerly managed by the Keene Housing Authority.

The Keene Housing Authority hopes to have 10 people participating in the HCV homeownership program in 2006.

Keene Housing Authority Workshop Series

Twice a year the Keene Housing Authority publishes its calendar of events and sends it to all KHA assisted families. Programs cover a wide variety of topics and are free for all assisted families. The workshops listed below were all offered at least twice a year with the exception of the financial workshops that are offered several times throughout the year. In addition to workshops, we also hosts a resource presentation series that focuses on the resources available on particular topics such as parenting, transportation, small business development, IDA's youth programs and homeownership. Representatives from different agencies come to speak about their programs and answer residents questions.

Building Bridges Youth Prevention Program

The BUILDING BRIDGES program uses several strategies to influence youth development, family and community to prevent juvenile delinquency. There are currently 44 youth enrolled in the program. The program is offered to all family residents living in public housing operated by the Keene Housing Authority at both Forest View and North Street housing communities. There is a Family Activity Center at each community from which the program operates. The center has been the hub of the community, attracting and encouraging positive interaction with all youth, adults and staff. Program components include:

- Case management services for youth and their families
- Daily after-school and summer program for youth ages 5 through 10 (open to all youth up to age 18)
- Life skill workshops for teens and adults
- Community events and improvement projects

Case Management

All families that move to either Forest View or North Street are automatically referred to the Building Bridges Youth Services programs by Keene Housing Authority staff. The Building Bridges program is integrated with the Resident Self-Reliance program for adults so all members of the family are served. After a family has signed the lease they are required to participate in the RSR assessment that identifies the family's assets and risk factors associated with the following categories:

- Employment
- Financial management

- Parenting and Family Planning
- Education
- Wellness
- Household management
- Interpersonal skills

The family then creates a plan to develop their skills to achieve competency in each of these areas for a five year period. The plans outline specific steps they must take within a given quarter to make progress in achieving the competencies. The plan includes required skill development activities they must complete in order to achieve a competency. Adults participate in group quarterly goal meetings to discuss and problem-solve ways to overcome obstacles in meeting their goals. Participants benefit not only from the facilitation and knowledge of the Resident Service Coordinator but they also benefit from their peers. Participants are likely to listen to others who are experiencing similar situations, offer advice and support and gain self-confidence when they have the opportunity to share an idea, offer advice or help someone problem solve and find themselves in an 'expert' role.

Youth participate in a similar process. They are interviewed by staff and a youth development plan is formulated with their parent's that lists activities the parents, youth and children can do to support the plan. The assessment reviews risk and protective factors and a plan is created to reduce high risk factors associated with the individual youth and increase their protective factors. Progress on the plan is reviewed and revised quarterly with youth, parents and staff.

Daily After-School Program

Homework Lab runs daily for 1 ½ hours providing youth with tutoring assistance and academic enrichment programs. As a result, there has been an overall improvement in the grades of youth attending the program in the past three years. Keene Housing Authority Youth Service Coordinators have developed strong partnerships with the local school including Franklin, Fuller and Keene Middle School. Staff attends lunches with students at school and as needed meetings with teachers and guidance counselors. Schools provide copies of youth report cards and share weekly homework assignments with staff. Teachers have visited the sites to tutor individual students and provide staff with tools to assist youth with their academics.

Daily activities reflect current risks and needs of the youth in the program. The program's main focus is to serve youth ages 5 through 10 but youth up to age 18 may participate. Many teens are able to participate as volunteers, in the program. Middle school age youth are referred to the local MANY Options program by staff; all fees are paid by Keene Housing Authority.

Life Skills Workshops - Workshops are offered for all teens and adults in all of the competency areas. They are offered throughout the year and include GED classes, computer training, employment retention, household management, financial management and parenting.

Parenting workshops are required for parents with high family risk factors such as inconsistent rules at home, abuse, or violence. Workshops offered encourage parent teacher conferences and builds the ability of parents to communicate effectively with schools on behalf of their children. Teachers and KHA staff facilitate the workshop at the Family Activity Centers.

Community Coordination, Events, and Education

BUILDING BRIDGES Youth Services Program seeks to build community connections by offering events that encourage positive interactions and build a sense of ownership and responsibility. Youth coordinate community service events focusing on their neighborhood such as community beautification projects, cooking and delivering meals for families, participating in Kick Butts Day or hosting games for nearby elderly residents. All adult and youth residents have the opportunity to participate on the Residents Council and plan events with the support of staff such as the annual Easter egg hunt. The Family Activity Center hosts family events and meals at the activity center are cooked and prepared by youth and parent volunteers.

Congregate Housing Services Program at Bennett Block and Harper Acres

The Congregate Housing Services Program is a non-medical supportive program often described as the first step away from fully independent living. The CHSP offers services that enable residents to live in an independent setting avoiding premature admission to a nursing home or assisted living facility. In the past year turnovers have been active at Harper Acres, the majority being transfers to a higher skilled facilities; the Bennett Block population group was more stable. Apartment vacancies are filled quickly. Interest in the CHSP program is very good. At times the wait for a

CHSP unit vacancy can be lengthy. Currently twenty-five people are being served at Harper Acres and five people are on the waitlist; at Bennett Block thirteen people are being served and two are on the waitlist.



Services of the CHSP include a noon meal seven days a week served in a social setting, assistance with homemaking services and limited range of personal care. Assistance with area transportation services is available and at Harper Acres transportation to the meal site located in a separate building is available. A service coordinator oversees the CHSP individualized care plans are developed and reviewed to ensure that services meet the needs of the resident. Social opportunities occur on a regular basis KHA's after-school program visits occasionally offering a lot of fun activity and socialization to the residents. Educational events for health topics and services as well as social and entertainment activities are offered. Interaction between residents and the Keene State College nutrition students has been a long standing source of educational and social activities. A newer program the Age-in-Motion exercise group sponsored by the local YMCA is also very popular.

Program admissions are the responsibility of a Professional Assessment Committee, the PAC meets monthly to review needs assessment of new applicants. Needs assessment are completed by the CHSP Coordinator and documentation by the applicant's physician is required. In addition to admissions PAC members offer consultation on situations with residents and members are available to the CHSP Coordinator between meetings as needed. The current PAC group has been together for several years and consists of two registered nurses and two social workers.

Homemaking and personal care services are contracted through HCS a fully accredited home health care agency; the CHSP pays \$17 an hour for homemaking services and \$20 for personal care services. Food service is also provided through HCS at \$6.25 per meal. Residents are very satisfied with the home-like menus, fresh foods and variety. The food is prepared at a central site in Keene transported in bulk to the meal site and served home style. HCS provides staff training, supervision and backup coverage as needed. Program funding is provided by HUD and NH Health and Human Services sources.

Congregate Housing Program		<u>Year to Date</u>
Total Participants: 38		2005
1. Meals (Individual Units/1 meal = 1 Unit)		2508
2. Housekeeping Units (1 Hour = 1 Unit)		535
3. Hours of Personal Care (1 Hour = 1 Unit)		31
4. Units of Transportation (1 Unit = one way trip)		83
5. Units of Case Management (1 Unit = 1 Hour)		727
Number of Clients Currently on CHSP waiting list:		7

Family Planning Collaborative

KHA and other social service and health care providers recognized that unintended pregnancies (which result in about half of the births in the United States) are a major threat to the health and financial well being of children and families. They are also responsible for enormous social service and health costs. These agencies formed the FPC to coordinate their education and case management efforts.

With limited funding, the FPC:

- Keeps records of pregnancy intentions and other characteristics of women giving birth at Cheshire Medical Center (CMC)
- Provides education and support to social service providers to help them discuss family planning and birth control. Also provides educational materials
- Coordinates efforts with Dartmouth Hitchcock and Planned Parenthood to provide birth control education.
- Provides free condoms in some social service restrooms.
- Provides birth control education at Keene's transitional housing programs and other sites.

Dental Health Works

Dental Health Works is a collaborative of several local non-profit agencies working together trying to meet the need for affordable dental care for families. Most families with extremely low to low incomes do not have dental insurance. This program allows a certain percentage of KHA residents to receive free dental services. The dental practice also offers a sliding fee scale so residents who are not able to receive free services may receive a reduced rate based on their income.